

General Services Administration Office of Governmentwide Policy

Vaccines and Related Biological Products Advisory Committee

Scientific Technical Program Advisory Board for HHS

Authorized by Law for HHS

HHS

OGP Federal Advisory Committee Stakeholder Engagement Survey Results

February 26, 2003

THE GALLUP ORGANIZATION

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Introduction

The following pages provide a summary of responses to the Gallup OGP Federal Advisory Committee Stakeholder Engagement Survey. The survey statements were rated on a scale which required a response from among six response categories:

5	Strongly Agree
4	
3	
2	
1	Strongly Disagree
	Does Not Apply or Don't Know

The statement or dimension averages are based on a 5-point scale, with "1" being the lowest possible average and "5" being the highest average. "Does Not Apply" or "Don't Know" responses are not scored.

The Stakeholder Engagement Survey (SES) Scorecard is a tool each committee and agency can use to manage advisory committees. Note the following term definitions.

Overall Mean The average, on a 5-point scale, across Gallup/GSA SES items.

Index The average top box response percentages for statements measuring each category of survey items (People, Process, Outcome).

Top Box The percentage of "5" (Strongly Agree) responses.

Mean (Average) Score The average on a defined scale for each attribute.

Importance-Performance Leverage Analysis Graph The leverage identifies areas of *relative* strength and importance. Using the *Pearson* correlations as measurements of attribute importance, the leverage analysis presents the simultaneous analysis of attribute importance and performance. The attributes located in the upper portion of the grid are the attributes most highly correlated to overall patient satisfaction. Attributes located in the upper, right-hand quadrant receive higher performance ratings and can be considered areas of major strength. Attributes located in the upper, left-hand quadrant receive lower performance ratings and can, therefore, be considered areas of primary priority for improvement.

General Services Administration Office of Governmentwide Policy

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197~221210440

Stakeholder Engagement Survey Scorecard

• *Unit:* Vaccines and Related Biological Products Advisory Committee

• *Total n:* 7

Unit *Agency* *Government-wide*

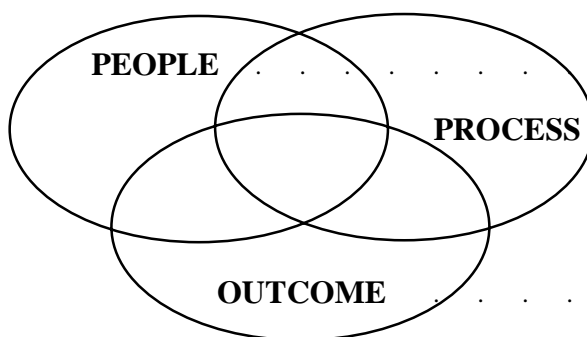
Mean (Average) Score

Overall Mean **4.32** **4.09** **3.98**

Top Box (% 5)

• Overall satisfaction with the work of the committee (Q01) 43% 42% 38%
• Work with committee again (Q02) 86% 69% 66%

Index **46%** **43%** **38%**



45 50 45
36 36 32
55 43 37

Gallup/GSA SES Items

PEOPLE

• Fair operating procedures and guidelines (Q05) 29 54 52
• Committee meetings well run (Q08) 57 57 52
• Committee fairly considers opinions (Q16) 29 55 49
• Right mix of individuals (Q04) 0 37 36
• Members well prepared for meetings (Q06) 43 36 27
• Staff well prepared for meetings (Q07) 86 67 60
• Mission and goals of this committee are clearly defined (Q03) 71 44 39

PROCESS

• Access to adequate resources (Q10) 29 40 32
• Access to senior management and technical experts (Q09) 71 58 56
• Receives sufficient feedback from agency (Q15) 0 22 21
• Meets enough (Q11) 43 30 27
• Sets reasonable timelines for producing outputs (Q12) 43 30 27
• Committee communicates effectively (Q13) 29 36 32

OUTCOME

• Positive impact of committee on public (Q18) 50 40 34
• Agency more effective (Q20) 71 37 32
• Help build trust in government (Q21) 29 38 35
• Positive influence (Q22) 71 53 48
• Recommendations used effectively (Q17) 50 27 21
• Recommendations respond to agency's needs (Q14) 33 49 42
• Committee results available to others (Q19) 80 52 49

General Services Administration Office of Governmentwide Policy

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Client-Specific Items	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score	Past
		% 1	% 2	% 3	% 4	% 5		
1. Overall, I am satisfied with the work of this committee.	7	•	•	•	•	•	4.14	
	435	3	10	10	38	38	3.97	
	840	4	6	8	38	44	4.12	
	1147	3	7	9	38	42	4.09	
2. If given the opportunity, I would choose to work with this committee again.	7	•	•	•	•	•	4.86	
	443	3	3	6	20	68	4.48	
	845	3	2	5	20	70	4.51	
	1157	3	3	6	19	69	4.49	
3. The mission and goals of this committee are clearly defined.	7	•	•	•	•	•	4.71	
	440	3	8	12	36	40	4.03	
	839	3	6	9	36	45	4.15	
	1149	2	6	11	36	44	4.14	
4. Our committee is made up of the right mix of individuals.	7	•	•	•	•	•	3.29	
	434	3	9	15	38	35	3.94	
	834	3	9	14	38	36	3.96	
	1140	3	8	14	37	37	3.99	
5. Our committee's operating procedures and guidelines are fair.	7	•	•	•	•	•	4.14	
	431	2	3	7	36	51	4.30	
	825	2	4	8	34	52	4.30	
	1128	2	4	8	32	54	4.32	
6. Our committee's members are well prepared for meetings.	7	•	•	•	•	•	4.29	
	424	2	5	15	42	36	4.06	
	822	2	5	14	43	37	4.08	
	1124	2	5	15	42	36	4.06	
7. Our committee's staff is well prepared for meetings.	7	•	•	•	•	•	4.86	
	432	2	2	6	24	66	4.51	
	825	2	2	5	24	67	4.52	
	1127	2	2	5	24	67	4.51	
8. Our committee meetings are well run.	7	•	•	•	•	•	4.57	
	428	2	3	9	31	55	4.33	
	828	2	3	8	30	57	4.37	
	1129	2	3	9	29	57	4.37	
9. Our committee has access to senior managers and agency technical experts when needed.	7	•	•	•	•	•	4.71	
	407	2	4	9	30	55	4.29	
	790	3	4	7	29	57	4.35	
	1081	2	4	7	29	58	4.36	
10. Our committee has access to adequate resources.	7	•	•	•	•	•	4.14	
	399	4	10	14	36	36	3.90	
	784	3	8	13	36	41	4.03	
	1071	3	7	14	36	40	4.01	

1st Line ■ Vaccines and Related Biological Products Advisory Committee

2nd Line ▣ Scientific Technical Program Advisory Board for HHS

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4th Line ▤ HHS

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• Percentages not shown when n < 10, means when n < 5

↑↓ Meaningful growth or decline (0.20 mean change)

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Client-Specific Items (Continued)	Sample Size	Strongly Disagree ... Strongly Agree					Mean (Average) Score	Past
		% 1	% 2	% 3	% 4	% 5		
11. Our committee meets often enough to accomplish its work.	7	•	•	•	•	•	4.29	
	424	12	13	19	33	23	3.43	
	772	6	9	18	35	32	3.77	
	1073	7	10	18	35	30	3.71	
12. Our committee sets reasonable timelines for producing outputs.	7	•	•	•	•	•	4.00	
	385	3	5	19	43	29	3.90	
	776	2	7	16	43	31	3.95	
	1055	2	6	17	44	30	3.94	
13. Our committee communicates effectively with senior managers and, if needed, with external stakeholders.	7	•	•	•	•	•	4.00	
	387	5	9	17	36	34	3.85	
	682	4	7	16	38	35	3.94	
	964	3	8	16	37	36	3.95	
14. Our committee's recommendations or other contributions are responding to the agency's needs.	6	•	•	•	•	•	4.33	
	400	4	4	10	35	47	4.17	
	754	2	4	9	36	49	4.25	
	1037	3	4	9	35	49	4.24	
15. Our committee receives sufficient feedback from the agency on our recommendations or other contributions.	7	•	•	•	•	•	3.57	
	415	7	17	20	34	22	3.47	
	759	6	17	22	33	22	3.47	
	1048	6	17	22	32	22	3.47	
16. Our committee fairly considers both majority and minority opinions.	7	•	•	•	•	•	4.14	
	420	3	2	7	35	53	4.34	
	814	2	2	10	31	54	4.33	
	1112	2	3	9	31	55	4.34	
17. Our committee's recommendations or other contributions are used effectively.	6	•	•	•	•	•	4.33	
	386	6	9	16	44	25	3.72	
	685	4	8	16	43	29	3.86	
	960	5	9	18	41	27	3.77	
18. Our committee's recommendations or other contributions have a positive impact on the public and/or external stakeholders.	6	•	•	•	•	•	4.50	
	384	4	9	13	35	40	3.99	
	697	3	7	10	38	42	4.09	
	974	3	8	12	37	40	4.04	
19. The results of our committee's work are available to others as needed.	5	•	•	•	•	•	4.80	
	385	2	3	9	28	59	4.39	
	620	2	4	10	35	49	4.25	
	893	2	4	10	32	52	4.28	
20. Thanks to our committee, the agency is more effective.	7	•	•	•	•	•	4.71	
	384	5	8	12	37	37	3.92	
	702	3	6	13	40	38	4.05	
	964	4	7	13	39	37	3.98	

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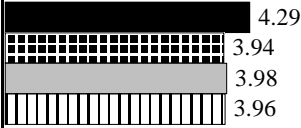
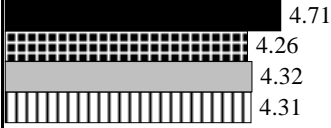
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Client-Specific Items (Continued)	Sample Size	Strongly Disagree . . . Strongly Agree					Mean (Average) Score
		% 1	% 2	% 3	% 4	% 5	
21. Our committee's work helps to build trust in government.	7	•	•	•	•	•	
	407	5	6	18	31	39	
	728	3	6	18	34	39	
	1011	4	7	18	33	38	
22. Our committee is a positive influence within its area of expertise.	7	•	•	•	•	•	
	425	3	5	9	32	52	
	797	2	5	7	33	53	
	1097	2	4	8	33	53	
23. How long have you served on this committee?	6	•	•	•	•	•	
	451	4	14	46	36		
	852	15	17	37	31		
	1167	12	15	41	32		
24. How many meetings did you attend in the past 12 months?	7	•	•	•	•	•	
	454	56	26	4	0		
	901	55	27	3	0		
	1217	52	28	5	0		
25. Which of the following best describes your relationship to the advisory committee?	7	•	•	•	•	•	
	452	79	11	7	3		
	848	76	15	4	5		
	1160	76	14	5	5		

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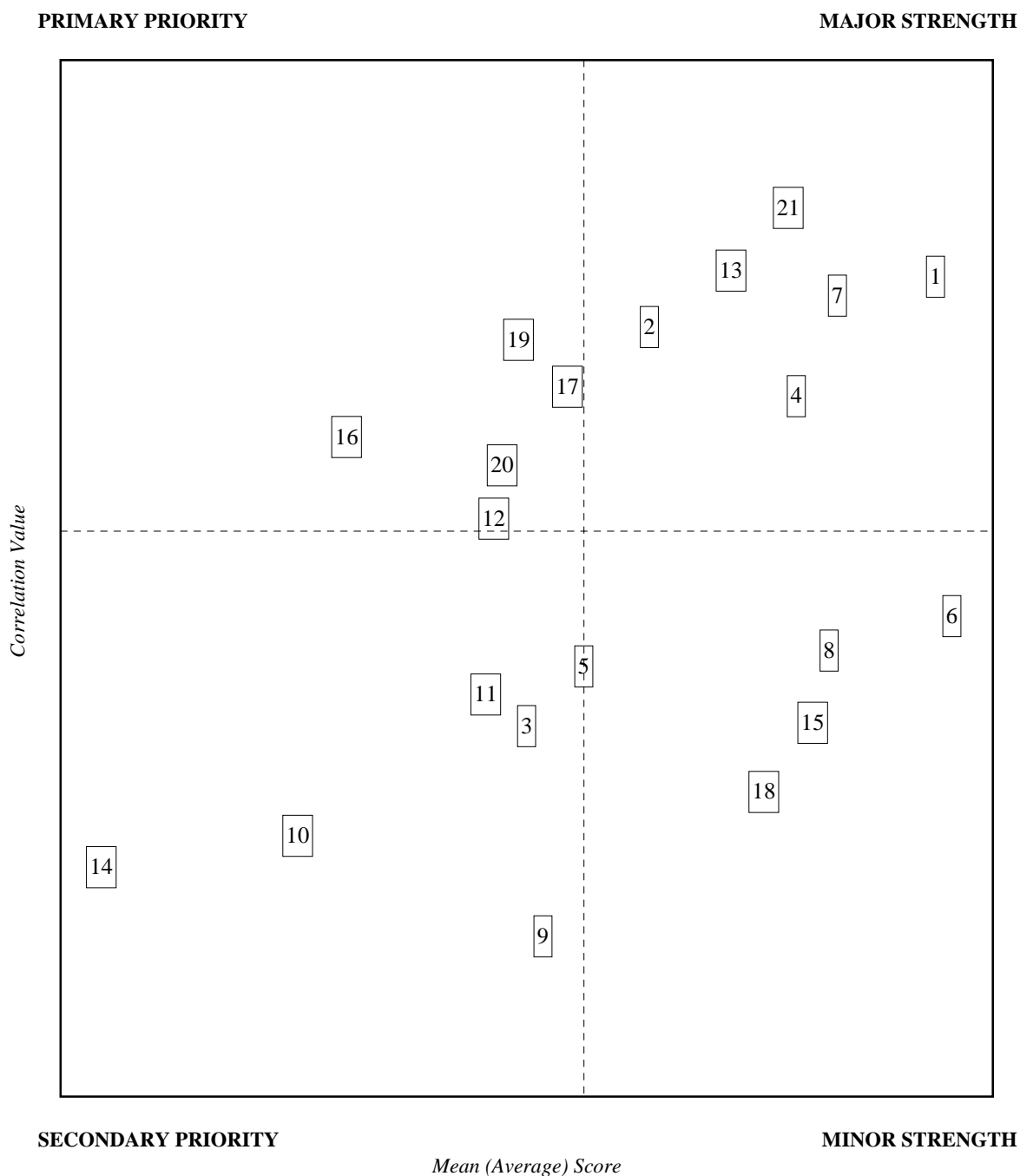
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Importance-Performance Leverage Analysis

HHS



1. Work with committee again (Q02)
2. Mission and goals (Q03)
3. Right mix of individuals (Q04)
4. Fair operational procedures (Q05)
5. Members well prepared (Q06)
6. Staff well prepared (Q07)
7. Meetings well run (Q08)

8. Access to senior managers (Q09)
9. Access to adequate resources (Q10)
10. Meets enough (Q11)
11. Sets reasonable timelines (Q12)
12. Communicates effectively (Q13)
13. Responds to agency's needs (Q14)
14. Receives feedback from agency (Q15)

15. Fairly considers opinions (Q16)
16. Recommendations used effectively (Q17)
17. Positive impact on public (Q18)
18. Results available to others (Q19)
19. Agency more effective (Q20)
20. Help build trust (Q21)
21. Positive influence (Q22)